

UNIVERSITI TEKNOLOGI MARA

**A STUDY OF STUDENT SATISFACTION IN A
BLENDED LEARNING SYSTEM ENVIRONMENT**

HASHIM BIN SAIDIN

Dissertation submitted in partial fulfillment of the requirements
for the degree of
Master of Education
(EDUCATIONAL MANAGEMENT & LEADERSHIP)


Faculty of Education

Feb 2014

AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with regulation of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as referenced work. The thesis has not been submitted to any academic institution or non-academic institution for any other degree or qualification.

I hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

Name of Student : Hashim bin Saidin
Student ID No. : 2010240328
Programme : Master of Education (Educational Management and Leadership)
Faculty : Faculty of Education, UiTM Shah Alam
Thesis Title : A Study of Student Satisfaction In A Blended Learning System Environment
Signature of Student : .....
Date : Feb, 2014

ABSTRACT

Study in blended learning environment becomes a challenge to the students who are also teachers. To be a successful student, the student should be equipped with learning strategies such as blended learning. A quantitative research using questionnaires as an instrument for data collection process was conducted. The participants were 4th semester students. They were using blended learning in their studies. A total of 106 respondents answered the questionnaires. The questionnaires contain the surveyed elements on student perception of learning satisfaction, monitoring skills, independent learning and time management. The findings showed that students' level of perceptions on monitoring, learning satisfaction, independent learning and time management skills in a blended learning methods is high and indicates that they were comfortable with the learning process they have gone through. The correlational analyses identified a strong relationship between learning satisfaction and monitoring skills ($r = 0.708$, $p\text{-value} \leq 0.05$), between learning satisfaction and independent learning ($r = 0.707$, $p\text{-value} \leq 0.05$) and between learning satisfaction and time management ($r = 0.745$, $p\text{-value} \leq 0.05$). The regression analysis shows there is a relationship between the dependent variable (learning satisfaction) and the independent variables (monitoring skills, and time management). However, independent variables namely independence learning is not a significant contributor to dependent variable (learning satisfaction). Further investigations and transformation plan should be conducted in order to examine the student's success rates using blended learning method.

ABSTRAK

Pembelajaran 'blended learning' menjadi satu cabaran buat guru-guru ini yang menyambung pelajaran. Untuk menjadi seorang pelajar yang berjaya, pelajar perlu dilengkapi dengan strategi pengurusan pembelajaran sendiri dengan baik seperti pembelajaran 'blended learning'. Dengan ini, satu kajian telah dijalankan untuk mengkaji persepsi pelajar dalam pembelajaran bercampur di kalangan pelajar iaitu guru yang menyambung pelajaran peringkat Ijazah. Satu kaedah penyelidikan kuantitatif menggunakan soal selidik sebagai instrument untuk proses pengumpulan data telah dijalankan. Peserta yang terlibat adalah pelajar-pelajar semester 4 yang mengikuti pembelajaran secara online dan secara bersua muka yang bekerja sebagai seorang guru di sekolah rendah. Seramai 106 orang responden telah menjawab soal selidik yang telah diedarkan. Dapatan kajian menunjukkan bahawa persepsi pelajar dalam pengawasan, kepuasan pembelajaran, pembelajaran bebas dan kemahiran pengurusan masa dalam pembelajaran 'blended learning' ini adalah tinggi dan menunjukkan mereka selesa dengan proses pembelajaran yang mereka telah lalui. Analisis korelasi menunjukkan hubungan yang kuat antara kepuasan pembelajaran dan kemahiran pengawasan ($r = 0,708$, $p\text{-nilai} \leq 0.05$), pembelajaran bebas dan pengurusan masa ($r = 0.707$, $p\text{-nilai} \leq 0.05$). ($r = 0,745$, $p\text{-nilai} \leq 0.05$). Analisis regresi menunjukkan terdapat hubungan antara pemboleh ubah bersandar (kepuasan pembelajaran) dan pembolehubah bebas. Walau bagaimanapun, faktor iaitu pembelajaran bebas tidak penyumbang penting kepada pembolehubah bersandar (kepuasan pembelajaran). Kajian lanjut dan pelan transformasi perlu untuk mengkaji kadar kejayaan pelajar menggunakan kaedah pembelajaran 'blended learning' ini.

ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful. I thank Him for His love and guidance in completing my thesis as a partial fulfillment for the master of Education.

I have been blessed with some individuals who walked with me throughout this wonderful journey. For the accomplishment of this thesis, I wish to give my appreciation to the following people for the invaluable experience in completing this thesis.

I wish to express my monumental gratitude to my principal supervisor Assoc. Prof. Dr Teoh Sian Hoon for her supervision, useful suggestions and words of encouragement given in order to accomplish this study. Her willingness to share her knowledge and sacrifice her time to help me on finishing this dissertation is highly appreciated. . I also wish to express my gratitude to Prof. Dr. Gurnam Kaur Sidhu and Dr. Norsidah Mohammed Nordin who have assisted, guided and encourage me. A word of appreciation to all the respondents who have taken part in this study.

Deeply thanks to my family, especially my beloved wife, Pn Fazlina bt Ismail, for her support and understanding during times when my concentration was focused in my studies. Hajah Miah bt Haji Abas my mother for your never ending prayers. A special thanks also goes to my course mates and friends who have been together to share similar pains and experiences during the completion of the thesis.

Last but not least, to my school colleagues and to all individuals who have directly or indirectly helped in completing this thesis. I have learnt a lot and the journey was very challenging and meaningful. Deep in my heart, your kindness will always unforgettable. With love, thank you.